# RCDC
## THE ROYAL COLLEGE OF DENTISTS OF CANADA

# PREPARING YOUR PHYSICAL ENVIRONMENT

## INTRODUCTION

The Fellowship Examination is a virtual examination that can be taken from a private location/space of a candidate's choosing. However, a candidate's testing space must meet certain requirements to ensure that the candidate is both visible and audible during the examination.

The Fellowship Examination is a remotely proctored examination, and candidates must demonstrate adequate privacy and security to allow a remote Proctor to confirm the integrity of the candidate's workstation.

## OBJECTIVES OF THIS RESOURCE

IN THIS RESOURCE YOU WILL LEARN:

- The requirements of your private testing space/location

## REQUIREMENTS OF THE TESTING SPACE

The table below provides the detailed requirements of the physical testing space. These requirements are meant to ensure:

1. The Examiners can hear and see the candidate throughout the examination;

2. The remote Proctor can confirm the privacy and security of the candidate's space.

| Consideration | Requirements |
| --- | --- |
| General | An indoor location with four walls and a door that can be closed, free of background noise, disruptions, and distractions. Doors or open areas must be behind the candidate and fully visible to the camera. |
| | Find a list of unpermitted locations on the ProctorU FAQ page. |
| Dress | Business casual attire is recommended. |
| Walls | Bare/blank (no posted or hanging items). Windows must be covered. |
| | If a room has glass walls or partitions, they must be behind the candidate in full view of the camera. Testing areas with multiple glass walls may not be a suitable space for the examination. |
| Lighting | Well-lit from behind and/or above your computer/webcam (i.e., not backlit from behind the candidate). |
| Objects/items | All non-essential items (i.e., papers, books, electronic devices, etc.) removed. Any TVs or monitors in the testing space must be unplugged, facing away from the candidate, and covered by a blanket or towel. |
| Occupancy | No other people or pets allowed in the room/space for duration of the examination. |

## SETTING UP YOUR COMPUTER AND/OR WEBCAM

Plan the placement of your computer and webcam prior to the first day of your examination and attend a Technical Walkthrough in the same space where you will be on your examination day. If you are using a space that you will not have access to until examination day, schedule some extra time ahead of the examination so that you can place your computer and webcam properly and become familiar with the space.

# TECHNICAL REQUIREMENTS

## INTRODUCTION

The Fellowship Examination will be delivered using two software applications: a remote proctoring application (Guardian browser) by a service called ProctorU/Meazure Learning, and a video conferencing service called Zoom.

Candidates for the Orthodontics examination will also use the /risr platform to view case materials ahead of their oral examination.

Each candidate is responsible for confirming that their computer system meets the requirements of these technologies. This must be done well ahead of the examination to support a smooth examination experience from a technical standpoint.

An equipment check is available via the ProctorU website. Candidates wishing to test their equipment can log in to their account at go.proctoru.com/users/3358520/system-metrics/new

## OBJECTIVES OF THIS RESOURCE

IN THIS RESOURCE YOU WILL LEARN:

- About the hardware, software and network requirements of the Fellowship Examination.

- Tips for safeguarding the performance of your system during the examination.

# SYSTEM REQUIREMENTS

The tables below provide detailed information about the hardware, software and network requirements for the Fellowship Examination.

*Hardware Requirements:*

| Hardware | | Minimum System Requirements |
|---|---|---|
| Computer | | <ul><li>Laptop or desktop computer;</li><li>Mac or PC</li><li>No tablets, smartphones, Chromebooks, etc.</li></ul> |
| | CPU speed | • 4 cores at 2.4 Ghz or higher |
| | Available hard drive space | • 1+ GB |
| | Total memory (RAM) | • 8+ GB |
| Browser | | • [Guardian browser](#) |
| Monitor | | <ul><li>Single monitor</li><li>Screen resolution of 1366 x 1080 and above</li><li>No dual-monitor configurations</li></ul> |
| Webcam | | <ul><li>Free-standing or built-in with a minimum resolution of 640 x 480</li><li>If built-in, you must be able to lift your computer and point the camera in any direction including up and down (during the check-in process)</li><li>No virtual backgrounds or visual effects are permitted</li></ul> |
| Microphone/Speakers | | <ul><li>Built-in microphone and speaker</li><li>Wired headphones or headsets<ul><li>No wireless headphones or headsets</li></ul></li></ul> |
| Power | | • Directly plugged into a power source |

*Software Requirements:*

| Software | Minimum System Requirements |
|---|---|
| Operating system | • Windows 10 or higher(Windows 10 S Mode not supported)<br>• MacOS 11.0 or higher |
| Guardian Browser[1] | • Guardian Browser - current version |
| Zoom[2] | • Zoom Client for Meetings - current version |
| Remote desktop software | • All remote desktop software (e.g.: Remote Desktop, Teamviewer, AnyDesk, etc.) must be completely uninstalled from the computer before examination day<br>• If it is not possible to uninstall the software, a different computer must be used<br>• Proctors will not assist in the removal of remote software and will refuse to proceed if one is detected |
| Anti-virus software | • All third-party antivirus software and pop-up blockers must be turned off |

NOTE:

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Make sure to uninstall any remote desktop software before examination day. Proctors will not assist in the removal of remote software and will refuse to proceed with the examination. Please seek technical support well in advance if you are unsure about how to uninstall this software.

If you cannot uninstall the software, you must use a different computer.

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[1] Download Guardian Browser for free at guardian.meazurelearning.com
[2] To download Zoom for free (Mac or PC), click here: zoom.us/download

*Network Requirements:*

| Network | Recommended System Requirements | Minimum System Requirements |
|---|---|---|
| Stable internet connection[3] | • Download Speed of 15 mbps<br>• Upload speed of 3 mbps<br>• Wired internet connection to reduce the likelihood of connectivity issues during the examination | • Download speed of 3 mbps<br>• Upload speed of 3 mbps<br>• Wi-Fi only if you are unable to establish a wired connection[4]<br>• Using the mobile hotspot on your phone is discouraged |
| No other connected devices | • Disconnect unnecessary or prohibited devices such as printers, second monitors, etc. and remove them from the room<br>• No other people should use your internet network during the examination, as activities such as online gaming and music and video streaming will limit available bandwidth and may cause connectivity issues | -- |

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[3] To test the speed of your internet, use speedtest.net, fast.com, or your preferred service

[4] If you must use WiFi and have concerns about the stability of your internet connection, seek technical support to strengthen your connection well in advance of your examination.

**NOTE:**

> ! RCDC strongly recommends using a wired internet connection (i.e., an Ethernet cable plugged directly into your modem or router, using a USB port adapter if needed).

*Summary of Prohibited Technology:*

## Summary of Prohibited Technology

- No tablets, smartphones, Chromebooks, etc.
- No dual-monitor configurations or docking stations
- All third-party antivirus software and pop-up blockers must be turned off
- All remote desktop applications must be uninstalled
- No virtual backgrounds
- No wireless headphones or headsets

# NAVIGATING THE TESTING PLATFORMS

## INTRODUCTION

This resource is designed to allow candidates to become familiar with the software being used to deliver the Fellowship Examination and provide step-by-step direction to navigating these platforms.

## OBJECTIVES OF THIS RESOURCE

IN THIS RESOURCE YOU WILL LEARN:

- About the platforms used to proctor and deliver the Fellowship Examination.
- The set-up steps required before the examination.
- How to navigate the Guardian browser by ProctorU.
- How to navigate the /risr platform (if applicable)
- How to navigate the Zoom platform.

## INTRODUCTION TO EXAM SOFTWARE PLATFORMS

During the examination, you will interact with two or three online platforms: ProctorU and Zoom, and /risr for candidates in Orthodontics

| | |
|---|---|
| MEAZURE LEARNING **proctorU** <br><br> **GUARDIAN BROWSER** | ProctorU is a remote proctoring service. The Guardian browser is their platform, through which you will login and complete the check-in process each day of the exam. <br><br> ProctorU and RCDC will provide you with your account information prior to the exam. Do not create your own account. |
| **risr/assess** | **For Orthodontics only**: <br><br> /risr is an examination delivery platform. You will use it to view case materials before you move to the oral examination in Zoom. <br><br> You will be logged into the platform by your ProctorU proctor after you complete the check-in process. Once you are done with /risr, your proctor will log you in to Zoom. |
| **zoom** | Zoom is a virtual communication platform that offers video and chat services. <br><br> You will be logged into the platform by your ProctorU proctor after you complete the check-in process. |

# SET-UP STEPS TO TAKE BEFORE THE EXAM
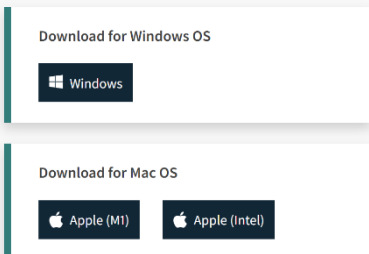
Prior to the first day of your exam, complete the following preparatory steps.

### 1.1 Watch the "What to Expect" video

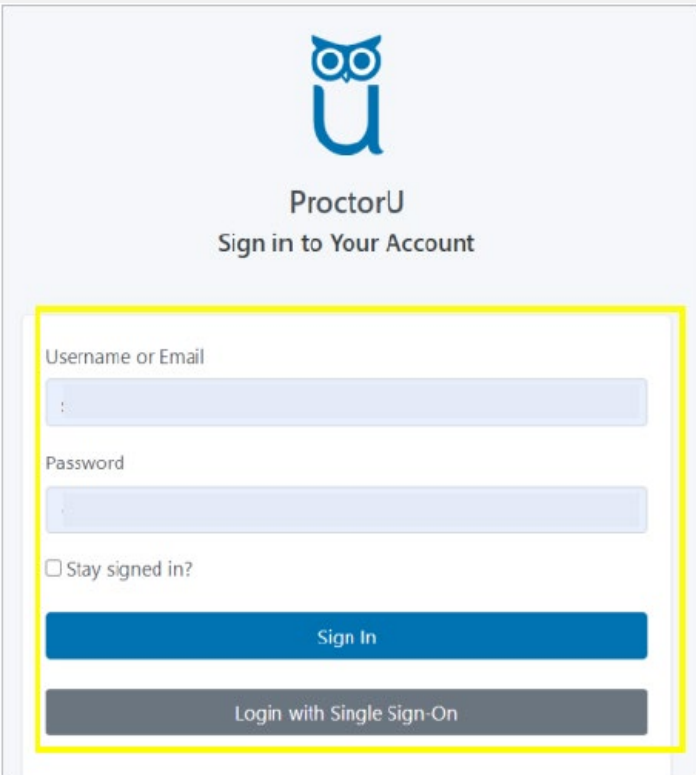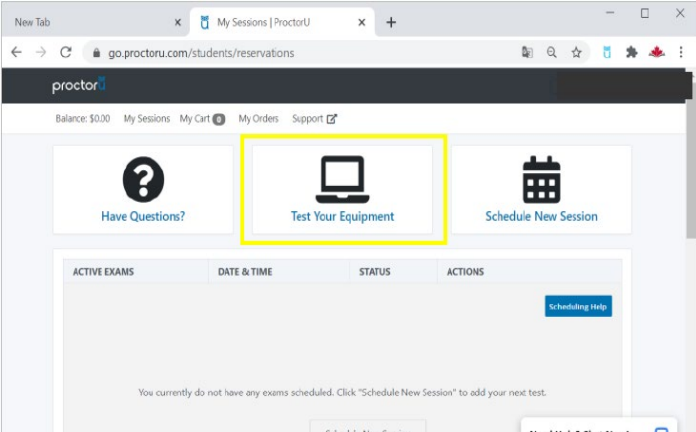| | |
|---|---|
| 1. Go to [meazurelearning.wistia.com/medias/x8sicg86fm](meazurelearning.wistia.com/medias/x8sicg86fm) to watch the video<br><br>2. **Note:** during the Fellowship Examination, your Proctor will disconnect once you enter Zoom, and RCDC staff will assist you from that point onward |  |

### 1.2 Download Guardian Browser

Download Guardian Browser for free from the internet. To do so:

| | |
|---|---|
| 1. Go to [guardian.meazurelearning.com](guardian.meazurelearning.com)<br><br>2. Click "Download for Windows OS" or "Download for Mac OS" |  |

For help identifying which Apple download to use, click here, then scroll down to the *Troubleshooting MacOS Installation of the Guardian Browser* section.
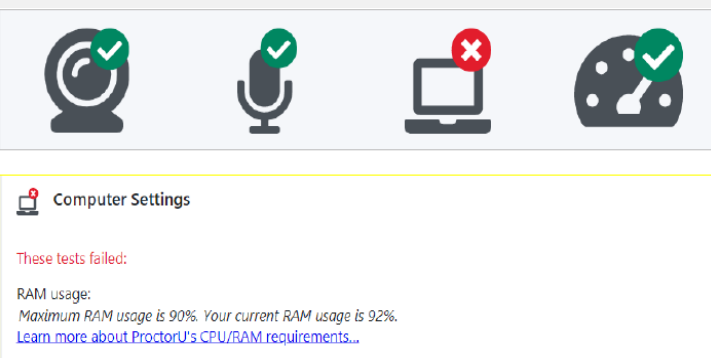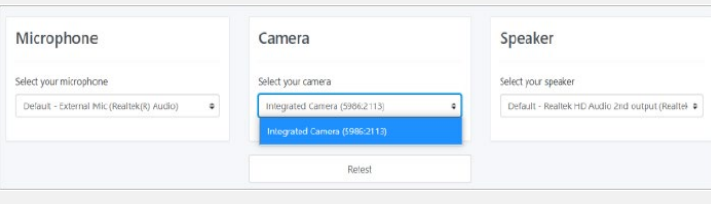
## 1.3        Test Your Equipment
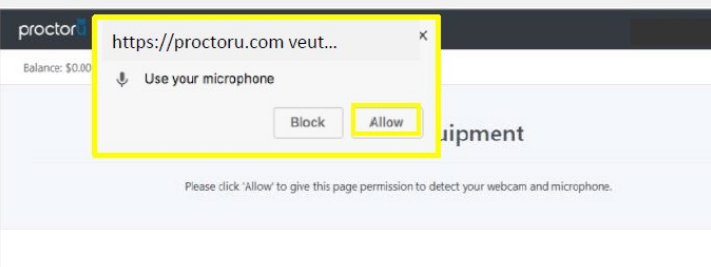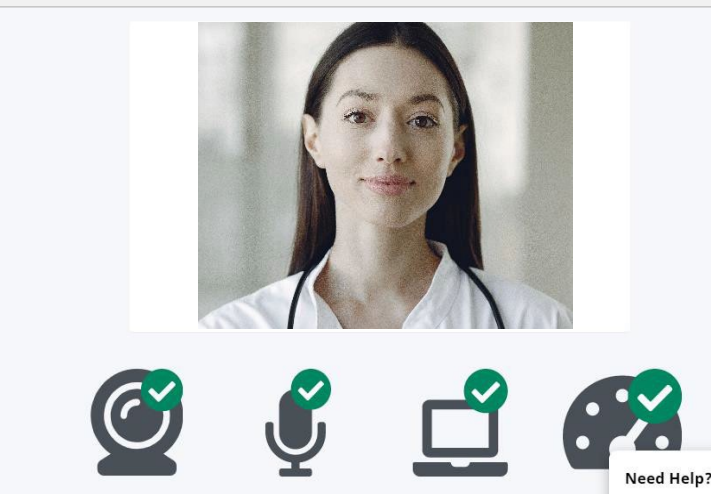
RCDC and ProctorU will provide you with your ProctorU account login information prior to the examination. To confirm your computer hardware and network meet the requirements, you can test your equipment within ProctorU. To complete the test, you must first download the Guardian Browser (see above) and close all other programs on your computer.

| Step-by-step instructions | Visual Aid |
|---|---|
| 1. Go to go.proctoru.com<br><br>2. Sign In to your ProctorU account. |  |
| You will see your ProctorU dashboard.<br><br>3. Click the *Test Your Equipment* widget at the top centre of your dashboard. |  |

| | |
|---|---|
| 4. Click "Allow" to let ProctorU access your camera and microphone. |  |
| ProctorU will run a test of your equipment.<br><br>Successful tests are indicated by green checkmarks. |  |
| An unsuccessful test is indicated by a red "X".<br><br>In the event of an unsuccessful test, scroll down the page for details about the reason for the failure. |  |
| NOTE: If you are using an external webcam, microphone or speaker, you can manually select the appropriate equipment before performing your test. |  |

## 1.4　Review ProctorU's Terms of Service and Privacy Policy

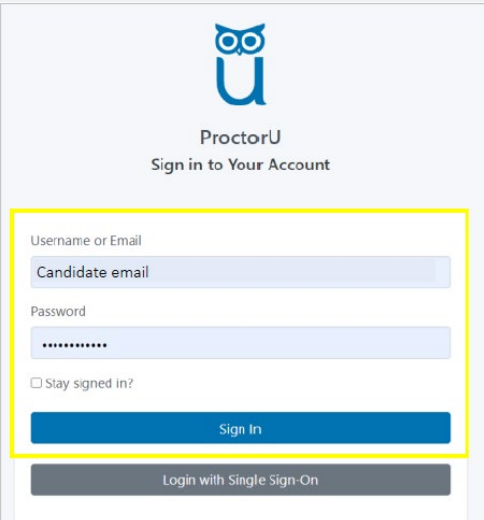During the check-in process, you will be asked to agree to ProctorU's Terms of Service and Privacy Policy.

To review this material prior to the exam, use the links below.

- ProctorU Privacy Policy

- ProctorU Terms of Service

## NAVIGATING ProctorU

On your examination day(s), you will login through ProctorU to begin the exam. You will be able to log in up to 30 minutes following your scheduled start time.

You can view a video version of what to expect by clicking here.

| Step-by-step instructions | Visual Aid |
|---|---|
| *Signing in* | |
| 1. Open Guardian Browser<br><br>2. Go to go.proctoru.com<br><br>3. Sign In to your ProctorU account. |  |

You will see your ProctorU dashboard.

4. Click the "Start Session" button.



NOTE: If it is still too early to begin the check-in process, you will see a countdown timer instead of the option to "Start Session."
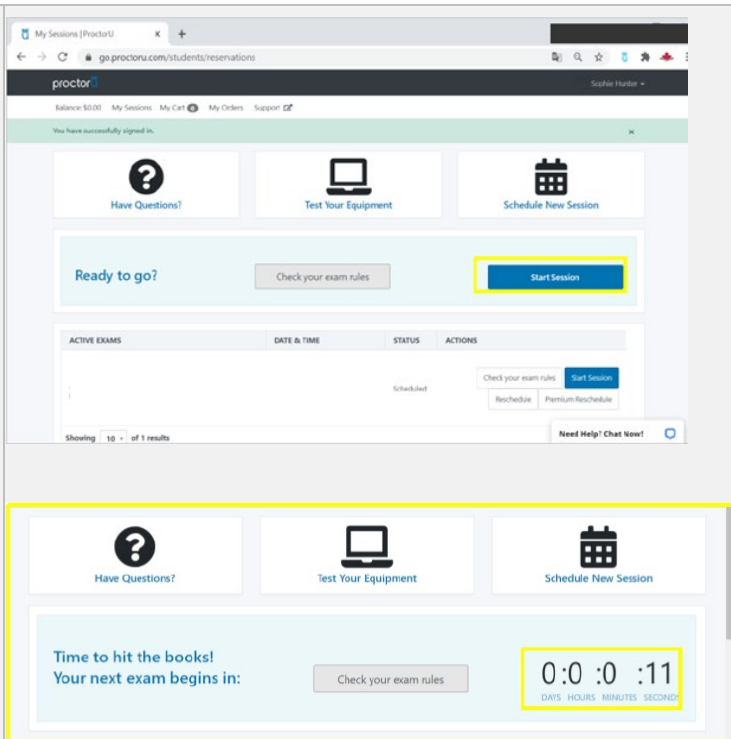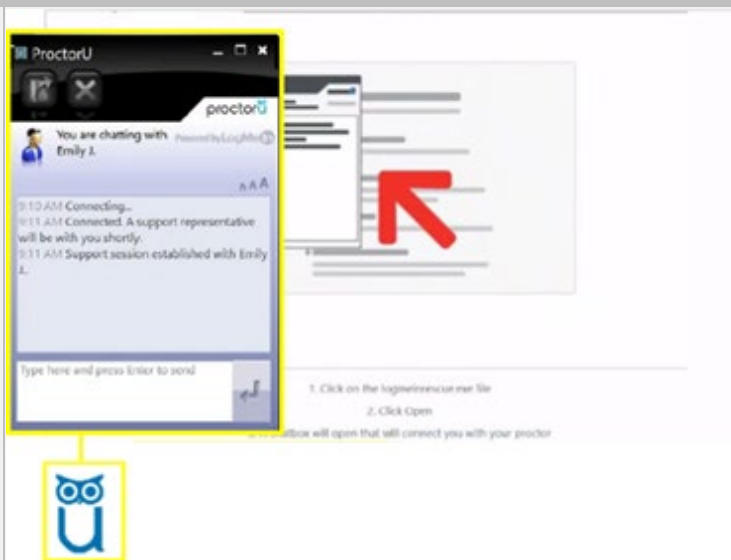


## Connecting to a proctor

The Proctor Chat application will display a "Waiting" message while a connection is being established with a proctor. When a connection with a proctor is made, the chat box will indicate that a "Support session has been established with [name of proctor]".

You may now use the chat box to communicate with your proctor.

NOTE: If you do not see the chat box, check your taskbar to see if the ProctorU owl icon is visible. If it is, click the icon to open the chat box. If you do not see the owl, click the chat button to contact ProctorU technical support, or call them at 1-855-772-8678.

## Pre-check in

You will need to complete "pre-checks" while waiting for your proctor to connect. These will include:

- Agreeing to share your screen and video

- Agreeing to terms and conditions

- Agreeing to examination rules

- Reviewing lists of permitted items

- Reviewing a list of special accommodations you may have

- Taking a photo of yourself

- Taking a photo of your ID

PLEASE NOTE: the images shown are for illustrative purposes only.





**Government ID**

Please take a clear photo of your goverment-issued ID card
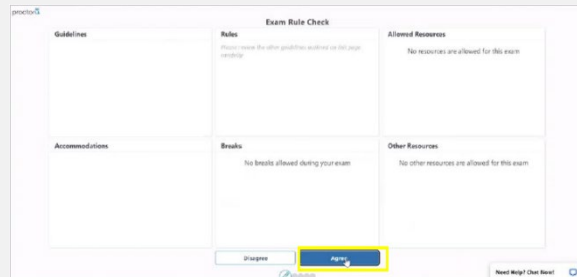
## Proctor Checks

The proctor may proceed by sending you messages via the chat box or may speak with you directly via a voice call feature on the Guardian Browser.

The proctor will now verify that you, your computer, and your testing area meet the requirements for the examination. These checks may include, in any order:
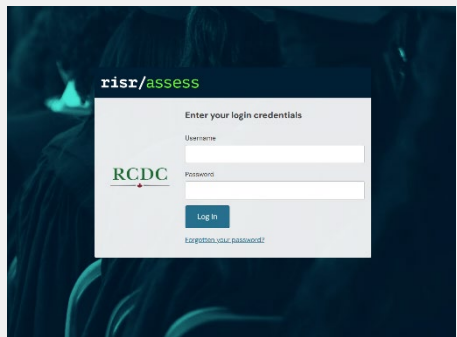
- **Computer Check:** The proctor will use their remote access to review your computer settings and ensure they meet the security requirements for the examination

- **Candidate Check:** The proctor will check your ears (for earphones) and wrists (for watches) and may ask to see your photo ID again

- **Permitted Items Check:** The proctor will verify that any permitted items (e.g.: water, whiteboard) meet the requirements

- **Testing Area Check:** The proctor will direct you to show them around your testing area to make sure there are no unpermitted people or items in your space
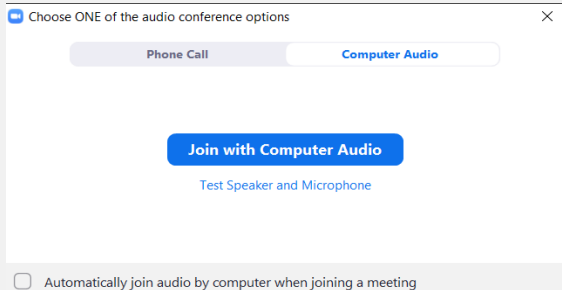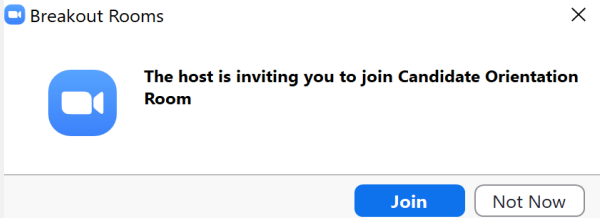
If you are **not** taking the Fellowship Examination in Orthodontics, your proctor will place you directly into Zoom when their checks are completed.

If you are taking the Fellowship Examination in Orthodontics, you will review case materials after completing the checks with your proctor, and before joining Zoom for your oral examination. The following information will help you become familiar with the functionality of the /risr platform.

| Step-by-step instructions | Visual Aid |
|---|---|
| *Transfer into /risr* | |
| After completing their checks, the proctor will take you to the /risr login page. You will be asked to type in the email address that we have on file for you. Your proctor will type the password.<br><br>Once you are logged in you will be able to view the instructions and case materials available to you. You can scroll, pan, zoom, and rotate the files using the action button on the toolbar. |  |
| When you are done viewing the case materials, or when your allotted time has expired, please advise your proctor using the chat box.<br><br>Your proctor will then make sure you are logged out of /risr and will place you in the Zoom meeting for the oral examination. | |

## NAVIGATING Zoom

You will complete the Fellowship Examination on the Zoom platform. The following information will help you become familiar with the functionality of the platform.

| Step-by-step instructions | Visual Aid |
|---|---|
| *Transfer into Zoom* | |
| After completing their checks, the ProctorU proctor will enter you into a Zoom meeting. You will be placed into the Zoom waiting room until RCDC staff admit you into the meeting.<br><br>You may be asked to type in your name as you join. If your name is incorrect and you are not able to change it, RCDC staff will correct it when they speak to you. | Meeting ID : 888-888-888<br><br>Please wait, RCDC will let you in soon.<br><br>RCDC<br>CRCDC |
| Once you have joined the meeting, you will see a pop-up window in the middle of your screen.<br><br>In the "Computer Audio" tab, click "Join with Computer Audio". | Choose ONE of the audio conference options ✕<br><br>Phone Call    Computer Audio<br><br>Join with Computer Audio<br><br>Test Speaker and Microphone<br><br>☐ Automatically join audio by computer when joining a meeting |
| Once admitted into the meeting, RCDC staff will confirm your audio and video are working and verify your name and specialty. | |
| After your settings and identity have been confirmed, RCDC staff will place you in a candidate orientation room until your examination session begins.<br><br>1. Click "Join" in the pop-up window if you are prompted | Breakout Rooms ✕<br><br>The host is inviting you to join Candidate Orientation Room<br><br>Join    Not Now |

## The Examination

You will be placed in an examination room once your examination session is ready to begin. Your examiners will already be in the room.

1. Click "Join" in the pop-up window if you are prompted
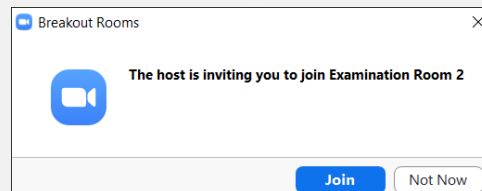


Once connected, your examination will begin. The Examiners may share their screen to display case materials if required.

At the bottom of the screen, you will see the following functionalities: "Participants", Share Screen", "Chat", and "Ask for Help." If you click "Ask for Help", an invigilator will be notified that you need assistance and will be asked to join your breakout room.

1. Click "Ask for Help" in the task bar.

2. Confirm that you would like assistance by clicking "Invite Host".



You can invite the host to this Breakout Room for assistance.

**Invite Host**

## Finishing the Examination

The Examiners will inform you when you have completed the examination and you are free to leave the meeting.

**Leave Meeting**

Leave room

# TROUBLESHOOTING GUIDE AND CONTINGENCY MEASURES

## INTRODUCTION

This resource is designed to allow candidates to understand the contingency measures in place and provide a troubleshooting guide for the Fellowship Examination.
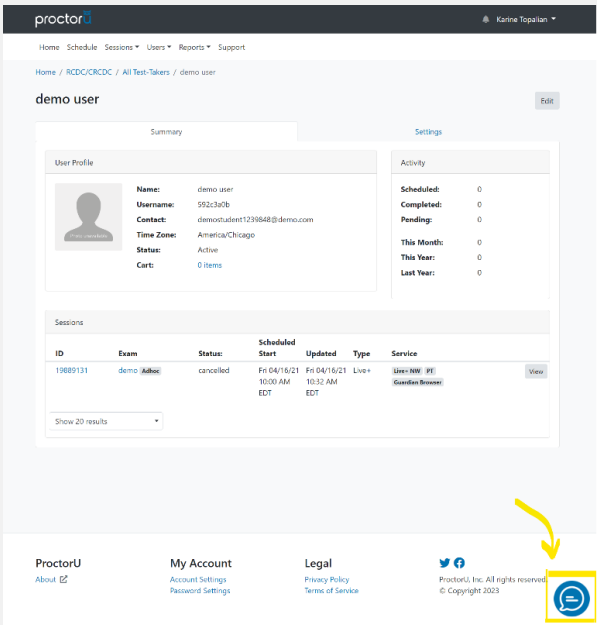
## OBJECTIVES OF THIS RESOURCE

IN THIS RESOURCE YOU WILL LEARN:

- The contingency measures in place in case of a technical issue during the examination
- Guide to troubleshooting technical issues on the examination platform

# 1. TROUBLESHOOTING GUIDE
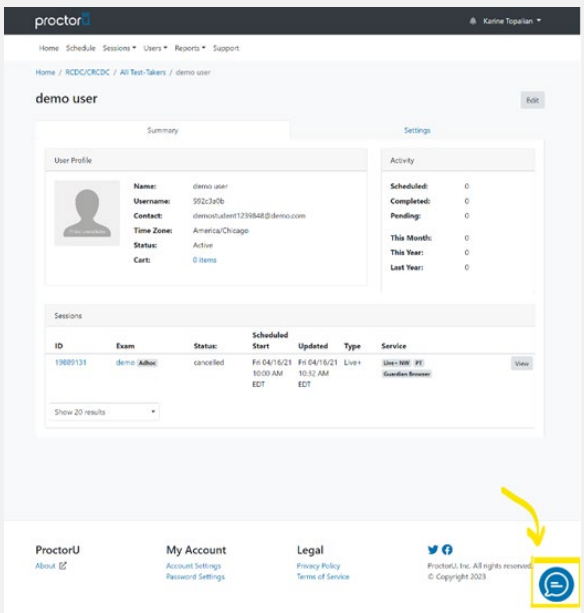
## 1.1 ISSUES STARTING A SESSION WITH PROCTORU

In the event that you have signed into the ProctorU platform, but are unable to start your session:

| Instructions | Visual Aid |
|---|---|
| 1. Click the blue chat button.<br>2. Answer the questions or ask to be connected to a live Support agent.<br>3. Click on "Need Help? Chat with our Team!"<br>4. Fill out the form and click "Start Chat"<br><br>   OR<br><br>1. Contact ProctorU support by phone at 1-855-772-8678 |  |

NOTE: To help prevent any issues on the day of your examination, RCDC strongly recommends participating in a Technical Walkthrough using the same equipment and in the same space you will be on examination day.
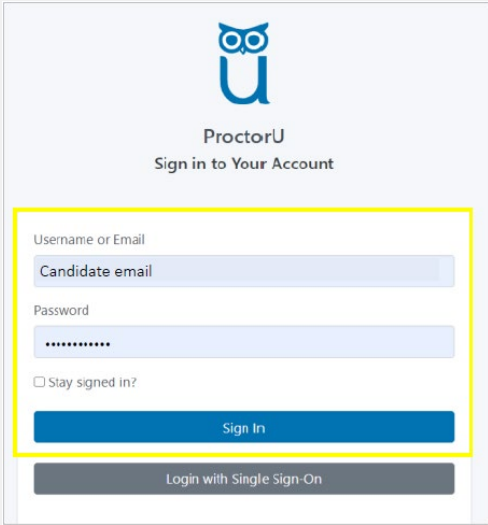
## 1.2 ISSUES CONNECTING WITH A PROCTOR

In the event that you have already started your proctoring session, but are unable to connect with a proctor:

| Instructions | Visual Aid |
|---|---|
| 1. Click the blue chat button.<br><br>2. Answer the questions or ask to be connected to a live Support agent.<br><br>3. Click on "Need Help? Chat with our Team!"<br><br>4. Fill out the form and click "Start Chat"<br><br>**OR**<br><br>2. Contact ProctorU support by phone at 1-855-772-8678 |  |

NOTE: To help prevent any issues on the day of your examination, RCDC strongly recommends participating in a Technical Walkthrough using the same equipment and in the same space you will be on examination day.

## 1.3 LOSING CONNECTION DURING PROCTOR SESSION

In the event that you lose connection with a proctor during your session prior to being admitted into the Zoom platform:

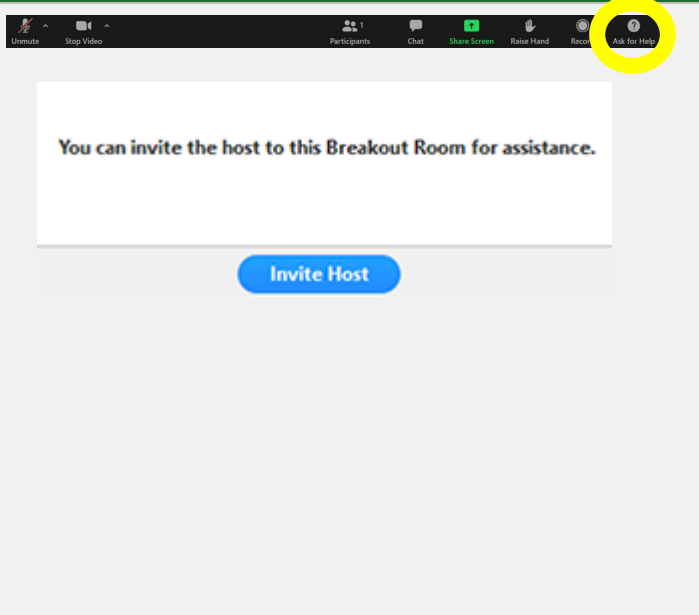| Instructions | Visual Aid |
|---|---|
| 1. Sign back in to your ProctorU account.<br>2. Click "Start Session".<br><br>   **OR**<br><br>1. Contact ProctorU support by phone at 1-855-772-8678 |  |

## 1.4 LOSING CONNECTION TO THE ZOOM PLATFORM

In the event that you lose connection in the Zoom platform (including in the waiting room, candidate orientation room, or examination session):

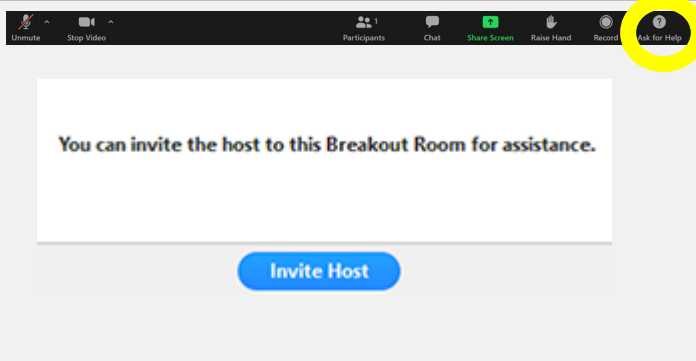| Instructions | Visual Aid |
|---|---|
| 1. Contact membership@rcdc.ca<br><br>OR<br><br>2. Contact RCDC at 416-512-6571 x 522<br><br>RCDC staff will be monitoring your connectivity during the session and may attempt to contact you as well. | |

## 1.5 AN EXAMINER LOSES CONNECTION DURING THE EXAMINATION

In the event that an Examiner loses connection during the examination:

| Instructions | Visual Aid |
|---|---|
| 1. Click "Ask for Help"<br><br>2. Confirm that you would like assistance by clicking "Invite Host".<br><br>3. Describe the issue to the staff member who joins the session.<br><br>Note: The other Examiner will also alert RCDC staff in this situation. |  You can invite the host to this Breakout Room for assistance. **Invite Host** |

## 1.6 AUDIO/VIDEO ISSUES DURING THE EXAMINATION

In the event that there are any audio/video issues during the examination:

| Instructions | Visual Aid |
|---|---|
| 1. Click "Ask for Help"<br><br>2. Confirm that you would like assistance by clicking "Invite Host".<br><br>3. Describe the issue to the staff member who joins the session. |  |

## 2. CONTINGENCY MEASURES

In the event that your examination is interrupted by a technical issue outside of your control, Examiners will pause the timer until the issue has been resolved.

### 2.1 If the disruption is less than 15 minutes:

Examiners will add extra time at the end of your session to complete the examination.

### 2.2 If the disruption is greater than 15 minutes:

The Examiner-in-Chief or their designate will review the information available and may decide to either:

1. Add extra time at the end of the examination session;
2. Reschedule the examination session for another time slot with the same Examiners;
3. Reschedule the examination session for another time slot with new Examiners; or
4. Take any other action determined appropriate by the Examiner-in-Chief or their designate.